



## **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT AND SECTION 504 OF THE REHABILITATION ACT OF 1973**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Rockville. It may also be used by anyone who has to appeal a request for accommodation that was denied by the City. The City of Rockville's Personnel Policy governs complaints of employment-related discrimination by City employees.

Complaints alleging discrimination should be in writing and contain the name, address, and phone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, are available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or designee as soon as possible but no later than 60 calendar days after the alleged violation or after the receipt of denial of a requested accommodation to:

Assistant City Manager  
Rockville City Hall  
111 Maryland Avenue  
Rockville, Maryland 20850

Within 5 business days, the City will acknowledge receipt of the complaint. Within 15 calendar days after receipt of the complaint the Assistant City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting the Assistant City Manager or his/her designee will respond in writing or other format accessible to the complainant (such as large print, Braille, or audiotape). The response will explain the position of the City of Rockville and, if applicable, offer option(s) for substantive resolution of the complaint. If the response by the Assistant City Manager or his/her designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his/her designee will respond in writing or other format accessible to the complainant.

All written complaints received by the Assistant City Manager or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Rockville for at least three years.